

**U.S. Embassy Lusaka, Zambia  
Warden Message**

**U.S. Embassy Moving to New Chancery  
and Other Information  
January 4, 2011**

New Chancery

**The United States Embassy in Lusaka will relocate to our new chancery on Ibex Hill Saturday, January 22.** To accommodate the relocation, the Embassy's Consular Section will be **closed Thursday, January 20 through Wednesday, January 26.** During this time, all non-emergency consular services will cease, and U.S. citizens experiencing an emergency should contact the Embassy at the telephone numbers listed below. Consular services will recommence at the Embassy's Ibex Hill location Thursday, January 27.

Upon reopening Thursday, January 27, 2011, all routine consular services, including visa applications and non-emergency American citizen services, will continue to be by appointment only. Please visit the [U.S. Embassy website](http://zambia.usembassy.gov) (<http://zambia.usembassy.gov>) to [schedule an appointment](#).

Please note that if you are awaiting a new passport, you may receive an automated email message alerting you that the passport may be picked up at the chancery. Please do not attempt to pick up your passport during the temporary closure period. Passport pickup will resume January 27.

*New Contact Information:*

Address: American Embassy, Ibex Hill Road, Lusaka. (It is visible upon arrival at the eastern terminus of Kabulonga Road)

Main switchboard number: 0211-357-000

For emergencies after hours: 0211-357-000 or 0966-877-805

American Citizen Services Queries: [ACSLusaka@state.gov](mailto:ACSLusaka@state.gov)

Visa Queries: [ConsularLusaka@state.gov](mailto:ConsularLusaka@state.gov)

*Key links:*

- [U.S. Embassy, Zambia website](#)
- [U.S. Embassy, Zambia Facebook page](#)
- U.S. Department of State's [travel information for Americans living and traveling overseas](#)

- U.S. Department of State's information on [visa fraud](#) and other [international financial scams](#)

### Consular Reports of Birth Abroad

Separate from the move, **the consular section will not accept applications for Consular Reports of Birth Abroad from January 3 through January 26** due to worldwide changes in how consular reports of birth abroad are processed. An upcoming edition of the Consular Communicator (our quarterly newsletter sent to registered Americans via email) will provide more information on the improved Consular Report of Birth Abroad certificate and application process.

### Voting Survey

The U.S. Department of State (DoS) and the Federal Voting Assistance Program (FVAP) need your help to make absentee/overseas voting easier for you. Voting is the right of U.S. citizens everywhere. However, we recognize the challenges faced by U.S. voters abroad who want to exercise this right. The DoS and our partner, FVAP, want to know about your voting experience so we can take concrete steps to improve the process.

Please **access our [on-line survey](#) to tell us about your voting experience** — even if you have never actually voted overseas. The information you provide now will help us improve the voting experience for overseas U.S. citizens in the future. The survey does not require you to provide any personally identifiable information and all responses are kept confidential.

This survey is sponsored by FVAP in accordance with Department of Defense Instruction 8910.01, and has been approved and licensed by the Office of Management and Budget (OMB). If you have any questions or comments about this Post-Election Survey, or are experiencing technical issues accessing the survey, please call 1-800-438-VOTE or send an email to [vote@fvap.gov](mailto:vote@fvap.gov). You can also visit the [FVAP website](#) for additional information on the overseas voting process.

Thank you very much for taking our survey — we look forward to seeing the results.

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You can stay in touch and get Embassy updates by checking the [U.S. Embassy, Zambia web site](#). You can also obtain global updates at the U.S. Department of State's [Bureau of Consular Affairs website](#) where you can find the current [Worldwide Caution](#), Travel Warnings, Travel Alerts and [Country Specific Information for Zambia](#). If you don't have Internet access, we have a call center for updates--1-888-407-4747 toll-free in the U.S. and Canada, or outside the U.S. and Canada on a regular toll line at 1-202-501-4444. These numbers are available from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday (except federal holidays).

If your contact information has changed, be sure to update your information with the Embassy via the [Smart Traveler Enrollment Program](#) (STEP) (<http://travel.state.gov/step>) – formerly known as the Internet Based Registration Service (IBRS). It is important to include your current phone number and current email address where you can be reached in case of an emergency.